



## 9-1-1 EMERGENCY RESPONSE Wireless Phones

# King County

The Enhanced 9-1-1 System has been operating in King County since September 4, 1985. Today, approximately 40% of 9-1-1 calls are made from wireless phones. This percentage is expected to continually increase as more people purchase and use wireless phones. For this reason, it is important to understand how 9-1-1 service works for your wireless phone.

### POLICE ▪ FIRE ▪ EMERGENCY MEDICAL



#### WHEN SHOULD YOU CALL 9-1-1

- Only call 9-1-1 when you need an EMERGENCY RESPONSE from police, fire, or emergency medical personnel.
- If the situation does not require immediate police, fire, or medical attention, call the appropriate non-emergency number.
- **DO NOT CALL 9-1-1 IF YOU ONLY NEED INFORMATION.** The business telephone numbers of the police and fire departments are listed on the front inside cover of telephone directories for easy reference.



#### WIRELESS 9-1-1 SERVICE

▪ NO LOCATION INFORMATION IS CURRENTLY PROVIDED FOR WIRELESS 9-1-1 CALLS. Work is progressing to implement a system that will display the location of the cell site that received the call. In addition, a system is under development that will identify the actual location of wireless 9-1-1 callers, but this system will not be implemented for the next few years. Until the location technology is implemented, the caller must be able to provide their location to the 9-1-1 center before help can be sent.

▪ WIRELESS 9-1-1 CALLS ARE ROUTED BASED ON THE CELL SITE THAT RECEIVED THE CALL, NOT BASED ON THE CALLER'S LOCATION. Many times, the 9-1-1 center that answers the call does not provide service to the area where the emergency has occurred, and the call must be transferred.

▪ **The phone number of the wireless phone may display at the 9-1-1 center if the phone's owner has subscribed to service from a wireless company. If the phone's owner has not subscribed to service, no information will display.**



#### HAT TO EXPECT WHEN YOU CALL 9-1-1

##### You will be asked:

- The nature of the emergency.
- The exact location of the emergency, including cross streets, mileposts, landmarks, and community name. REMEMBER: No location information is provided when you call 9-1-1. **You must be able to provide your location before help can be sent.**
- Your name and wireless phone number, including area code.
- Your call may not have initially routed to the appropriate 9-1-1 center, and your call may be transferred. Stay calm and answer all questions. Do not hang up until told to do so, unless there is a threat to your safety. If your wireless phone loses service during the call, call 9-1-1 as soon as you are able to re-establish a connection. After you have made a 9-1-1 call, leave your phone's power on in case the 9-1-1 center needs to call you back.

# 9-1-1 EMERGENCY RESPONSE Wireless Phones



## HAT YOU CAN DO FOR 9-1-1

- Only call 9-1-1 if you need an emergency RESPONSE. Do not call if you only need information.
- Be familiar with your phone, and how it may be programmed to call 9-1-1. Your phone may be preprogrammed to dial 9-1-1 with one button. You may accidentally call 9-1-1 and not know it.
- HANDLE YOUR PHONE CAREFULLY TO PREVENT THE ACCIDENTAL MISDIALING OF 9-1-1, such as the phone getting bumped in your pocket or purse.
- When you call 9-1-1, stay calm and be prepared to give your location. HELP CANNOT BE SENT UNTIL YOU CAN TELL THEM WHERE THE EMERGENCY IS.
- Maintain service from a Wireless Company for your phone. Improvements to 9-1-1 service that are under development will not be available to phones with no service.
- PARENTS: Teach your children how to use your wireless phone to dial 9-1-1.



## AFE USE OF YOUR PHONE ON THE ROAD

**Driving safely is your #1 priority.**

- Do not allow your wireless phone to be a distraction to driving.
- If you need to make a phone call, pull off the road to a safe location before placing your call.



## ON-EMERGENCY TELEPHONE NUMBERS – Police

**Algona** 253-833-2743  
**Auburn** 253-931-3080  
**Beaux Arts** 425-454-8580  
**Bellevue** 425-452-6917  
**Black Diamond** 253-631-1012  
**Bothell** 425-486-1254  
**Burien** 206-296-3311  
**Carnation** 425-333-4190  
**Clyde Hill** 425-454-7187  
**Covington** 206-296-3311  
**Des Moines** 206-878-3301  
**Duvall** 425-788-1519  
**Enumclaw** 360-825-3505  
**Federal Way** 253-661-4600  
**Hunts Point** 425-454-1332

**Issaquah** 425-837-3200  
**Kent** 253-856-5800  
**Kirkland** 425-828-1183  
**Lake Forest Park** 206-364-8216  
**Maple Valley** 206-296-3311  
**Medina** 425-454-1332  
**Mercer Island** 206-236-3500  
**Newcastle** 425-235-2600  
**Normandy Park** 206-248-7600  
**North Bend** 425-888-4433  
**Pacific** 253-833-8486  
**Port of Seattle** 206-431-3490  
**Redmond** 425-556-2500  
**Renton** 425-235-2600  
**SeaTac** 206-296-3311

**Seattle** 206-625-5011  
**Sheriff, King County** 206-296-3311  
**Shoreline** 206-296-3311  
**Skykomish** 206-296-3311  
**Snoqualmie** 425-888-3333  
**Tukwila** 206-433-1808  
**Unincorporated King County**  
**King Co. Police** 206-296-3311  
**University of WA** 206-543-9331  
**WA State Patrol** 425-649-4370  
**Woodinville** 206-296-3311  
**Yarrow Point** 425-454-7187

# 9-1-1 EMERGENCY RESPONSE General Information



## NON-EMERGENCY TELEPHONE NUMBERS – Fire

Eastside Fire & Rescue: 425-392-3433  
**Unincorporated Issaquah, Sammamish, Coalfield, Sunset, North Bend, Preston, Carnation**

KCFD 2: 206-242-2040  
**Burien**

KCFD 4: 206-546-5716  
**Shoreline**

KCFD 13: 206-463-2405  
**Vashon**

KCFD 16: 425-486-2784  
**Kenmore, Lake Forest Park**

KCFD 17: 360-886-1229  
**Black Diamond**

KCFD 20: 206-772-1430  
**Bryn Mawr, Lakeridge, Skyway**

KCFD 25: 425-255-5151  
**Briarwood, East Renton, Hazelwood, Newport Hills**

KCFD 26: 206-878-2210  
**DesMoines**

KCFD 27: 425-222-5841  
**Fall City**

KCFD 39: 253-839-6234  
**Federal Way**

KCFD 40: 425-255-0931  
**Cascade Vista, Candlewood, Fairwood, Spring Glen**

KCFD 43: 425-432-0200  
**Maple Valley**

KCFD 44: 253-735-0284  
**East Auburn**

KCFD 46: 253-833-7284  
**S.E. Auburn**

KCFD 47: 360-886-1915  
**Kangley, Kanaskat, Palmer**

KCFD 50: 360-677-2686  
**Skykomish, Stevens Pass**

KCFD 51: 425-434-6333  
**Snoqualmie Pass**

**Algona, Auburn** 253-931-3060

**Bellevue, Beaux Arts, Clyde Hill, Hunts Point, Medina, Newcastle, Yarrow Point** 425-452-6892

**Bothell** 425-486-1678

**Duvall & Surrounding Areas** 425-788-1625

**Enumclaw & Surrounding Areas** 360-825-5544

**Issaquah** 425-837-3130

**Kent & East Kent** 253-856-4300

**Kirkland, Juanita, Rose Hill** 425-828-1143

**Mercer Island** 206-236-3600

**North Bend & Surrounding Area** 425-888-0242

**North Highline** 206-243-0330

**Pacific** 253-833-7928

**Port of Seattle** 206-433-5327

**Redmond & East Redmond** 425-556-2200

**Renton** 425-235-2643

**SeaTac** 206-824-2726

**Seattle** 206-386-1400

**Snoqualmie & East Snoqualmie** 425-888-1551

**Tukwila** 206-575-4404

**Woodinville** 425-483-2131



### King County

Department of Executive Services  
Office of Emergency Management

#### E-911 Program Office

206-296-3910 TTY Relay: 711

[http://www.metrokc.gov/prepare/E911/e911\\_pubed.aspx](http://www.metrokc.gov/prepare/E911/e911_pubed.aspx)